

## **PRV – Call Center Department of Human Services (DHS) Inquiry**

### **Purpose:**

To ensure that information is accurate on the member eligibility file and resolve discrepancies that providers may have with the information. The Customer Service Representative (CSR) is made aware that the information displayed on the Medicaid Management Information System (MMIS) member eligibility file (MMIS file 10) is contradictory of what the provider is stating. The CSR will complete the DHS Inquiry form and e-mail the document through Outlook to the team lead. The e-mail will be forwarded to the DHS contact for verification. A response will be e-mailed back to the team lead and CSR. The CSR will be responsible for notifying the provider of the updated information.

### **Identification of Roles:**

Unit Lead, Quality Assurance (QA) Coordinator, Trainer, Supervisor, Manager

### **Performance Standards:**

Expectation: Is that it is worked within 72 hours.

### **Path of Business Procedure:**

#### **Step 1: Incoming Call**

#### **Step 2: Verification (Enter info into OnBase Workview)**

- a. Verify National Provider Identifier (NPI)
- b. Obtain contact name
- c. Obtain contact phone number

#### **Step 3: Determine the type of call**

#### **Step 4: DHS Inquiry**

- a. If the information on MMIS file 10 is different than what provider is stating, obtain the following:
  1. Recipient Date of Birth (DOB)

2. Date of Death (DOD)
3. Gender
4. Name
5. Medicare Eligibility
6. Recipient has medically needy spend down which has been met, however MMIS file 10 still reflects that the recipient is not eligible.

**Step 5: Open Microsoft Word document titled “DHS Inquiry” located on all the Customer Service Representative (CSR)’s desktop**

**Step 6: Complete the fields on the DHS Inquiry form**

- a. “From”- CSR Name, Recipient Name, Recipient Identification (ID), Subject-Description of what needs to be verified
- b. Response portion should be left blank
- c. Complete the provider name and phone number located on the bottom of the form
- d. Choose “File”, “Send To”, “Mail Recipient”

**Step 7: Outlook task bar will appear**

- a. Enter name of the designated unit lead
  1. Subject needs to include “DHS Inquiry” along with recipient name and ID #
- b. Click “Send”

**Step 8: Unit Lead receives email with Subject “DHS Inquiry”/Recipient name and ID**

**Step 9: Unit Lead verifies information sent by CSR**

**Step 10: Unit Lead forwards email to the proper DHS contact**

- a. DOB, DOD, Gender and name verification is e-mailed to the DHS System Policy Interpretation Response System (SPIRS) Helpdesk.
- b. Medicare coverage verification is e-mailed to the Iowa Medicaid Enterprise (IME) Medicare Buy-In
- c. Medically needy eligibility is e-mailed to the Division of Field Operations (Mag Blair at [mblair@dhs.state.ia.us](mailto:mblair@dhs.state.ia.us))

**Step 11: DHS reviews and responds after update is complete and sends back to Unit Lead**

**Step 12: Unit Lead forwards response to CSR**

**Step 13: Contact provider with update and annotate the file call logs with updated information**

### **Forms/Reports:**

DHS Inquiry

### **RFP References:**

6.4.2.3.b

### **Interfaces:**

OnBase  
MMIS  
Provider  
Unit Lead  
DHS

### **Attachments:**

Process Map

**Attachment A:**

